

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Gasco Manufacturing Corp

New Mexico Manufacturing Extension Partnership

Retention of Major Customer

Client Profile:

Gasco Manufacturing (GASCO) is a manufacturer of gaskets for oil field and energy systems equipment and process piping. GASCO employs 12 people and has been in business for 35 years. The company is located in Hobbs, New Mexico.

Situation:

GASCO was recently approached by a major national company about the possibility of becoming an approved vendor for that company. After an onsite audit by the potential new customer, GASCO was approved contingent upon their developing a formal quality control manual. GASCO contacted the New Mexico Manufacturing Extension Partnership (New Mexico MEP), a NIST MEP network affiliate, for assistance.

Solution:

New Mexico MEP worked with GASCO management to evaluate and assess GASCO's current systems and processes and then developed a new quality control manual for GASCO to satisfy the new customer's requirements.

Results:

- * Developed a formal quality control manual.
- * Defined and documented all processes.
- * Retained business of a major national company.
- * Retained \$25,000 to \$30,000 in annual sales.
- * Hired new employee to perform quality control inspection of raw materials and all outgoing products.

Testimonial:

"New Mexico MEP's support was critical to GASCO in meeting the needs and requirements of a new potential primary customer. Thanks to New Mexico MEP, GASCO was able to meet these new customer requirements and retain a major customer to GASCO Mfg., and GASCO has additionally hired a new employee for performance of all quality control activities within GASCO Mfg.."

Allen Witherspoon, Manager